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IBERIA, LÍNEAS AÉREAS DE  
ESPAÑA, SOCIEDAD ANÓNIMA  
OPERADORA, SOCIEDAD  
UNIPERSONAL

**FAMILY ASSISTANCE PLAN**

  <b>Security &amp; Emergency Head Office</b>	<b>FAMILY ASSISTANCE PLAN</b>	Code: FAP
		Versión: 3
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## 1. Introduction

IBERIA, L.A.E., S.A. Operadora, Sociedad Unipersonal (for the purposes of this Plan referred to as IBERIA) has established this Plan submitted in compliance with the provisions of 49 U.S.C. § 41313 for addressing the needs of the families of passengers involved in an aircraft accident as required by the Foreign Air Carrier Family Support Act of 1997, as amended.

IBERIA is committed to cooperating with government agencies and independent organizations to provide the same support and treatment to revenue and non-revenue passengers and their families with dignity and respect and that the cultural, religious, and nationality of those involved is respected and accommodated as may be possible. NTSB Air Carrier Notification Flow will be used when IBERIA will be activating its emergency plan for responding to the accident as well as this Family Assistance Plan.

## 2. Toll free number

In the event of an aircraft accident resulting in serious injuries and/or fatalities, IBERIA will establish a reliable publicized toll-free telephone number requesting to be used only by those who have reason to believe that a family member or friend was a passenger on the flight involved in the accident.


The toll-free number will be set-up and activated by AVIEM International Inc. on behalf of Iberia through its Call Center located in United States, Canada and UK.

To make public the toll-free numbers IBERIA's will use internal and external means (corporate web, social media, media, etc.).

Family members will receive basic accident flight and point-of-contact information as the first steps of air carrier humanitarian support.

The Telephone Enquiry Center will only answer calls from families and friends. Another contact telephone will be publicized for media.

TOLL FREE TELEPHONE NUMBERS	
United States	844 918 0245
Spain	900 649 660
Other international	+1 706 760 2165

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### 3. Family notification

As soon as practicable after IBERIA learns of an aircraft accident involving an aircraft under its control, which accident results in a significant loss of life, and prior to the release of any public information regarding passengers' identity, IBERIA shall notify the next-of-kin and/or other family members once the identity has been verified, whether or not the names of all of the passengers have been verified.

To the extent practicable, IBERIA will endeavor to notify families of passengers in person.

Upon request of the family IBERIA will inform of whether the passenger's name appeared on a preliminary passenger manifest for the flight involved.

A preliminary passenger manifest will be compiled by using all available means, comparing flight data: flight tickets, boarding passes and other verifying data collected or generated at the departure airport, to the computerized passenger records or booking list, including those individuals not previously booked, standby passengers, nonrevenue passengers, rerouted passengers, passengers who canceled their reservations and jump seat riders, if any.


Once this initial process is complete, IBERIA's Command Center at its principal office in Madrid, Spain, shall distribute the preliminary list internally to the appropriate departments so the family notification process can proceed while the list is further verified. IBERIA's Telephone Enquiry Center will search each Passenger Name Record (PNR) for telephone numbers and other helpful information in order to determine the passengers' next-of-kin and establish contact through the Call Center.

The Telephone Enquiry Center, after obtaining contact information either from callers or from the preliminary list, will start returning the calls to the next-of-kin and/or other family members.

Trained Go-Team, Volunteers and Aviem's emergency agents are ready to travel to the family's location to provide personal assistance and logistic support.

### 4. Passenger Manifest

IBERIA shall provide, immediately upon request and within 3 hours after the accident based upon the best available information at the time of the request, the best available list of the names of the passengers aboard the aircraft, and any updates of such a list, to the Director of Family Support Services designated for the accident and to the organization designated under 49 U.S.C. § 1136(a) (1) and (2) respectively.

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IBERIA's Emergency Committee (or representative) shall be responsible for transmission of the passenger's name list and subsequent updates to the receiving agencies. Each copy should be numbered or annotated indicating the date and time so that it is distinguishable from previous copies.

IBERIA will not release the names of passengers or crew members to the media until it has been verified that the family and/or next-of-kin have been notified and has been granted permission from NOK.

## **5. Remains and Personal Effects**

The NTSB has primary responsibility for facilitating the recovery and identification of fatally injured passenger involved in an accident.

Once notification about fatalities has been made to families IBERIA will assist and comply with decisions made by the organizations performing these tasks with the NTSB.

IBERIA will also consult with passenger's family regarding the disposition of passenger remains and personal effects.

IBERIA will have Aviem assisting on the recovery, identification, processing, and shipment, repatriation and disposition of victims of mass fatality under the permission of local authority.

Identifiable human remains will be returned from the medical examiner directly to the next-of-kin. IBERIA will coordinate with NOK for further arrangement.


For unidentifiable human remains IBERIA will seek guidance from NTSB regarding appropriate disposition if be requested.

## **6. Return of Possessions**

Unless personal effects are held as evidence for purpose of a criminal or accident investigation, IBERIA will return them upon family request.

IBERIA retains a contractor (Aviem) having expertise in the cleaning and restoration of personal effects. For personal effects within the control of IBERIA that are identified as belonging to a passenger, IBERIA or a representative of its contractor will return the possessions, regardless of condition, to the family.

- 1) Unclaimed possessions retained

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IBERIA will retain any unclaimed possession within the control of the company for not less than 36 months after the date of the accident. IBERIA or its contractor will create an inventory of these items and store them.

## **7. Memorial Monuments**

IBERIA will consult with the family of each passenger regarding assistance with their plans to conduct a memorial service or construct a memorial monument including any inscription on it.

IBERIA will provide family members with transportation to visit the memorial monument once construction is completed, if desired.

## **8. Equal treatment of passengers**


IBERIA's Family Assistance Plan will ensure that the organized procedures and efforts are made available to the survivors and families without regard to an onboard individual's status as a revenue passenger, non-revenue passenger, crew member, religion, culture or nationality.

## **9. Service and Assistance to Families**

IBERIA will work with any organization designated under 49 U.S.C. § 1136(a) (2) on an ongoing basis to ensure that families of passengers receive an appropriate level of service and assistance following an accident. IBERIA shall cooperate and consult with such organization and, accordingly, provide reasonable compensation for services provided by the organization.

Where and whenever possible IBERIA will assist or take over the duties from the designated organizations.

IBERIA will cooperate with such organizations and local government agencies to secure a suitable facility to isolate families from any intrusions by the media and by unwelcome solicitors at the accident flight's origin and/or destination, or other location.

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## **10.Compensation to Service organizations**

As it is said in point 9 above, The Airline will work with any organization designated under 49 U.S.C. § 1136(a)(2) on an ongoing basis to ensure that families of passengers receive an appropriate level of service and assistance following an accident. IBERIA shall cooperate and consult with such organization and, accordingly, provide reasonable compensation to such organization for services provided by the organization.

## **11.Travel & Care expenses**

IBERIA will provide for the families' reasonable physical care, accommodations and transportation. This includes travel to the location of the accident if desired. IBERIA will assist the families by all means. IBERIA will maintain regular contact with survivors and families who decide not to travel to the site.

IBERIA has established in every Local Emergency Response Plan, a facility that could be used as a Family Assistance Center. Inside this facility, IBERIA will make provision for a Joint Family Support Operations Center for the local and Federal authorities to develop their duties.


Upon request, IBERIA will work with the responsible authorities to arrange family visit to the accident site. Access to the site may be limited by terrain, biohazard and/or hazardous materials concerns, security measures or other unforeseen conditions.

IBERIA has a system to identify family members and properly badge at the accident site supported by Aviem.

## **12. Resources for the Plan. Training of employees and agents**

IBERIA maintains a comprehensive emergency response organization for dealing with an aviation disaster according to its operation and aircraft types which is under the command of the Emergency Committee at the headquarters in Madrid. Iberia's Command Center and the affected stations local emergency plans will activate upon receiving the accident notification from IBERIA Operations Control Center.

This organization includes the activation of external emergency organizations in order to assure that sufficient in-house and external resources, both material and human, will be committed to carry out the whole response.

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All IBERIA's responsible staff, Go-Team and Volunteers receives emergency training about the corporate emergency plan and participate in emergency drills focused in:

- IBERIA's emergency organization, communications flow and activation.
- Dealing with crisis. Communication and listening skills.
- Emergency Actions Checklist for Responsible (FAE).
- Local Emergency Plans: emergency notification and checklists.
- Passengers and Family support and service.
- Other involved organizations coordination.

Likewise staff from IBERIA's emergency services suppliers is competent to provide their services.

### **13.Consultation to National Transportation Safety Board (NTSB)**

In the event that assistance provided by IBERIA's volunteers and Go Team to United States citizens within the United States in the case of an aircraft accident outside the United States involving major loss of life, IBERIA will consult with the NTSB and Department of State on the provision of the assistance.

### **14.Liability for manmade structures**


In the event of an accident that results in significant ground damage to a manmade structure or other property that is not government-owned, IBERIA will promptly provide notice, in writing, to the extent practicable, directly to the owner of the structure or other property about liability for any property damage and means for obtaining compensation.

Such written notice will advise the owner (i) to contact the insurer of the property as the authoritative source for information about coverage and compensation; (ii) to not rely on unofficial information offered by IBERIA representatives about compensation by IBERIA for accident-site property damage; and (iii) to obtain photographic or other detailed evidence of property damage as soon as possible after the accident, consistent with restrictions on access to the accident site.

### **15.Simultaneous Transmission of NTSB Hearings**

If the National Transportation Safety Board conducts a public hearing or comparable proceeding concerning an accident at a location greater than 80 miles from the accident site, IBERIA will ensure that the hearing will be available simultaneously by electronic means at a location open to the public at both the



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origin city and destination city of the accident flight, if that city is located within United States.

This transmission will be ensured by Aviem on behalf of IBERIA.

## **16. IBERIA Emergency Contact Numbers**

. Twenty-four hour contact numbers:

- OPERATIONS CONTROL CENTER:

. Phone: Priority: +34.91.587.79.81  
+34.91.400.26.40  
+34.91.305.50.00

. E-mail: [onduty.head.occ@iberia.es](mailto:onduty.head.occ@iberia.es)  
[opscontroller@iberia.es](mailto:opscontroller@iberia.es)

- PERMANENT SECURITY OFFICE (Alternative):

. Phone: +34.91.312.63.89

. E-mail: [cps@iberia.es](mailto:cps@iberia.es)